Frontier Message Center
User Guide

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Rochester, NY 14646

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Dear Valued Customer,

Welcome to the Frontier family of services. We are pleased to provide you with innovative communications solutions and the latest in home phone messaging services. In addition to the unmatched reliability of Frontier telephone communications, you now have access to FRONTIER'S new state of the art MESSAGE CENTER.

Frontier Message Center allows you to SEE and LISTEN to your messages online from any computer, at home, at work, across town or around the world with any Internet connection.

Information about our Frontier Message Center and our other calling services, long distance calling plans, High-Speed Internet service and satellite television services can be found at www.FrontierOnline.com.

We appreciate the confidence you place in Frontier to provide you with the very best in communication services.

Welcome to the New Frontier!

Sincerely,

Bob O'Keefe
Vice President, Consumer Marketing

Check out **www.FrontierOnline.com** for more information about your phone features or call 1-800-921-8101 for residential service and 1-800-921-8102 for business service.

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Welcome to the New Frontier!

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Frontier Frontier Message Center subscribers can also manage their mailbox via the Internet. Subscribers should log-on thru the following URL: http://webmail.frontiermessaging.com

Frontier Frontier Message Center: a smart choice

Welcome to the Frontier family of messaging services. We are pleased to provide you with innovative communications solutions based on the latest technology advances.

As a new Frontier Message Center subscriber, you have stepped up to the latest in messaging technology. In addition to the reliability of our telephone service you now have access to the best in messaging communications.

With Frontier Message Center, you can retrieve your messages via your telephone and you also can SEE and LISTEN to your messages online from the convenience of any Internet connection, on any computer, anywhere. This guide will walk you through all the instructions you need to take full advantage of this state of the art messaging service. The following charts list ALL services available through Frontier Message Center. Please review these charts for the voice mail service you ordered.

Frontier Frontier Message Center Service—Package Details

Residential

	Basic	Deluxe	Family	Unified Messaging (Add On)
Sub mailboxes			5	
Total minutes of message storage	35	100	20 each mbox	
Message Waiting Indicator	√	√	√	
Greetings				
Greeting Length	1.5 min	2 min	2 min	
Extended Absence Greeting		√	√	
Messages (Playback Options)				
Auto Play Messages	√	√	√	
Message Header and Bodies (control)	√	√	√	
Skip (Fwd/Back), Pause, Replay, Delete, Save	√	√	√	
Reply/Copy Message to another subscriber	√	√	√	
Live Reply (automatically return the call)		√	√	
Group Lists				
# of Group List	1	10	10	
# of Members per Group List	5	25	25	
Message Retention				
Message Retention- New	15	30	30	
Message Retention- Deleted	3	3	3	
Web Access to Mailbox (b)				
Visual Mailbox	√	√	√	
Manage Voice Mail Settings including PIN	√	√	√	
Listen to Messages	√	√	√	
Rerecord Greetings	√	√	√	
Save message as .wav file	√	√	√	
Set up Email Notification(s) for New Messages	√	√	√	
Receive and Forward Fax				√
Find Me Follow Me Service				√
Auto-Forward Voicemail Messages to Email	√	√	√	
Reminder Service		√		

To learn more, visit us at www.FrontierOnline.com.

Business

	Basic	Basic w/5 sub mboxes	Deluxe	Unified Messaging (Add On)
Sub mailboxes		5		
Total minutes of message storage	75	30 each mbox	200	
Greetings				
Greeting Length	1.5 min	2 min	2 min	
Extended Absence Greeting		√	√	
Messages (Playback Options)				
Auto Play Messages	√	√	√	
Message Header and Bodies (control)	√	√	√	
Skip (Fwd/Back), Pause, Replay, Delete, Save	√	√	√	
Reply/Copy Message to another subscriber	√	√	√	
Live Reply (automatically return the call)		√	√	
Group Lists				
# of Group List	10	10	10	
# of Members per Group List	25	25	99	
Message Retention				
Message Retention- New	30	30	30	
Message Retention- Deleted	3	3	3	
Web Access to Mailbox (b)				
Visual Mailbox	√	√	√	
Manage Voice Mail Settings including PIN	√	√	√	
Listen to Messages	√	√	√	
Rerecord Greetings	√	√	√	
Save message as .wav file	√	√	√	
Set up Email Notification(s) for New Messages	√	√	√	
Receive and Forward Fax				√
Find Me Follow Me Service				√
Auto-Forward Voicemail Messages to Email	√	√	√	
Reminder Service			√	

Initial Access Of Your Mailbox

Congratulations on becoming a Frontier Message Center subscriber! This section will walk you through the steps you need to take to access your mailbox for the first time (from your home or office telephone that has Frontier Message Center).

Step 1: To access your voice mailbox, dial the voice mail access number listed on the welcome letter you received regarding Frontier Message Center. You can also call Frontier Customer Service, 1-800-921-8101 (residence) or 1-800-921-8102 (business) to get this number.

Step 2: You will hear a voice prompt to enter your Personal Identification Number (PIN). Enter your temporary PIN at this time, which is the last four digits of your telephone number.

Step 3: You will hear a tutorial that will help you set up your new permanent PIN, name announcement and greeting.

Setting up your permanent Personal Identification Number (PIN), name and greeting

On your initial mailbox access, the following instructions will guide you through mailbox set-up where you will establish a permanent Personal Identification Number (PIN), record your name and record a personalized greeting in your own voice.

Step 1: *Set-up your PIN.* (Your PIN is the same as a password/passcode). Your PIN must be a 4 to 20-digit number. This should be a number that is easy for you to remember but not easy enough for others to guess.

- You will be asked to enter a PIN and press # and then re-enter your PIN and press [#] again.

Step 2: *Record your name* in your own voice. This is your name announcement. Record your name and then press [#] to accept (for example "John Smith")

Step 3: *Establish a greeting* (what callers hear when you do not answer the phone). You have four options.

- Press [1] to record a personal greeting (press [#] to accept) (for example "You have reached the Smith residence. We are not available to take your call at the moment. Please leave a message and we will get back to you as soon as we can.") OR
- Press [2] to select a system greeting that includes your name announcement OR
- Press [3] to select a system greeting that includes your telephone number OR
- Press [4] to select a system greeting that does not include your name announcement or telephone number

Accessing Your Mailbox

This section provides instruction on how to access your mailbox after your initial mailbox set-up.

Choose one of the following methods to access your mailbox:

From Your Home or Office Telephone (with Frontier Message Center)

Access Options

1. Dial * 1 0 0 . You will then be asked to enter your PIN

–OR–

2. Dial your voicemail access number, you will then be asked to enter your PIN

Away From Your Home or Office

Access Options

1. Dial the home or office telephone number that has Frontier Message Center. When your voice mail greeting begins to play, interrupt the greeting by pressing * . You will be asked to enter your PIN.

-OR-

2. Dial your voicemail access number. Enter your 10-digit mailbox number (in most cases this will be your home or office telephone number). You will then be asked to enter your PIN.

-OR-

3. Dial your home or office number. After the call is forwarded to Frontier Message Center and you begin to hear the greeting, press * (this will interrupt the greeting) and you will be prompted to enter your PIN.

Using the Main Menu

The Main Menu is the first set of options you hear when you first access your mailbox:

- Press 1 to Listen to your messages
- Press 2 to record and Send a Message to another Frontier Message Center subscriber
- Press 3 to Set-up and manage your Greetings
- Press 4 for Mailbox Settings
- Press 5 for Reminder Settings
- Press 6 to Manage Erased Messages
- Press 7 to Log-In (to a different mailbox)
- Press 0 for Helpful Hints
- Press * to End the Call or Hang-Up

Listening to your voicemail

To get your messages, **Press** 1 (from the main menu), then:

- Press 1 to listen to voicemail messages
- Press 3 to review your fax messages (if you have the optional Unified Messaging feature)

Playback keys:

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Key	Function
6	Increases the volume of the message. You can press this several times to incrementally increase the volume.
7	Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message.
8	Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing 8 again resumes playback.
9	Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message.
77	Skips back 5 seconds.
99	Skips forwards 5 seconds.

When the message has finished playing, the following options are announced. Once you have chosen an option the next message will begin playing

- *Press 1 to Play message from the beginning*
- *Press 2 to Save the message and go to the next*
- *Press 3 to Erase the message*
- *Press 4 to Reply to the message*
- *Press 5 to Send a copy (forward) of the message to another subscriber*
- *Press 1 1 to Return to the previous message*
- *Press # to KEEP the message as new and go to the next message*
- *Press to go to the MAIN menu*

Note: You can Reply and Forward messages only to other Enhanced Messaging subscribers.

Replying to a message from another Frontier Frontier Message Center subscriber

When another Frontier Message Center subscriber leaves you a message, you can directly reply by leaving a voicemail, or by automatically returning the call.

After playing a message:

Press 4 to **Reply** to the message

- Press 1 to automatically return the Call (Live Reply). This feature is available to specific mailbox types only, see chart on page 3.
- Press 2 to Record a voice message to send back in reply (to the sender)
- Press 3 to Record a voice message to send back to all recipients (if it was sent to multiple recipients)
- Press 4 to Forward the Message to a Frontier Message Center subscriber
- Press 5 to Send a new message

Sending a copy of a Message (forward) to another Frontier Frontier Message Center subscriber

After playing a message, you may:

Press 5 to **Send a Copy** of the message (forward) to an Frontier Message Center subscriber

- Enter the 10 digit number of the person you wish to forward to followed by # (you will hear the person's number or name if it is available)
- Press * if you make a mistake or need to re-enter or erase the number you just entered
- If you want to add additional recipients, enter the additional number followed by #
- Press # when you have finished entering recipient numbers
- You then have the option of recording an introduction for the forwarded message.
- Press # after recording the introduction
- Press 1 for delivery options, see Section Delivery Options on page 9
- Press # to deliver the message immediately

Sending a Message to Another Subscriber

You can use Frontier Message Center to send a voicemail message directly to other Frontier Message Center subscribers without having to call them.

You can also record one message and send it to several Frontier Message Center subscribers at the same time. If you regularly need to send messages to a number of people, you should consider creating a **group list**. See section Changing Your Mailbox Settings/Manage Group Lists on page 12.

Press 2 (from main menu) to **Send a Message** to one or more numbers

- When prompted, enter an individual the 10 digit mailbox/telephone number or group list number of the person(s) you wish to receive the message.
- As you enter each individual number to receive your message, an announcement plays back the number, or recorded name as applicable. If you made a mistake and need to re-enter the number, press * to cancel and start again.
- If you want to add additional recipients, enter their number followed by # .
- Press # when finished entering recipient numbers
- Record your message, when finished press #
- Press 1 for delivery options, see Section Delivery Options below
- Press # to deliver the message immediately

To cancel your message after or during recording, press * . This will return you to the announcement asking you to make a recording. Pressing * again will move you up in the menu. You can hang up to end the call, select another option from the menu, or keep pressing * until you exit the system.

Delivery Options for Messages

There are a number of delivery options available to you:

- Press 2 to mark your message as urgent (urgent messages are heard first before any non-urgent messages)
- Press 3 to mark your message as private (which does not allow your message to be forwarded to anyone else)
- Press 4 to re-record your message
- Press 5 to request a delivery report (that your message was delivered to the recipient's mailbox)
- Press 6 to request a read report (that your message has been opened by the recipient)
- Press 7 to add or remove recipients from the message
- Press # to send the message

Greetings Menu

When you enter this menu you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

You can choose from a selection of different greetings detailed in the following list.

- A **Personal Greeting** that plays a custom message. This personal greeting was recorded when you set up your account.
- You can set an **Extended Absence Greeting** to play when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

— The extended absence greeting can also be set to **announcement-only**, which means that callers will not be able to leave a message for you.

- **System Generated Greeting** and Name Recording can be used instead of recording a custom greeting
- **Group Mailbox Greetings** are used for Family and Business Basic with Sub-mailboxes
- You can set a **Busy Greeting** to play when your phone is already in use when the caller tries to call you.
- You can set an **Out-of-Hours Greeting** to play during the times when it is outside your normal working hours (Business only).

Press 3 (from main menu) to **Manage Your Greetings**

- Press 1 to set up a **Personal Greeting**
- Press 2 to set up an **Extended Absence Greeting**

  First time setting up extended absence greeting

  — Press 1 to prevent callers from leaving a message

  — Press # to allow messages (to be left in your mailbox)

  If extended absence already established (you will be told if active or not)

  — Press 1 to enable/disable your extended absence greeting

  — Press 2 to review your extended absence greeting

  — Press * to exit without making any changes

  — Press 3 (if enabled) and you want to change whether messages are accepted by callers
- Press 3 to select a **System Greeting** or change recording of your name

  An announcement tells you what type of greeting you are currently using

  — Press 1 to select type of and to activate system generated greetings

  The system initially chooses a system generated greeting that includes your spoken name

  — Press 1 to use a greeting that includes your name

  — Press 2 to use a greeting that includes your number

  — Press 3 to use a greeting that includes neither name or number

  — Press 4 to review or re-record your name announcement

  — Press 2 to review or re-record your name announcement
- Press 4 to manage **Group Mailbox Greetings**

  An announcement will tell you whether the group greeting is active

  — Press 1 to enable/disable the group greeting
- Press 5 to manage **Busy Greeting**

  An announcement will tell you whether the busy greeting is active

  — Press 1 to enable/disable your busy greeting

  — Press 2 to re-record your busy greeting
- Press 6 to manage **Out-of-Hours Greeting**

  Remember that Frontier Message Center plays the out of hours greeting outside of the times you set up in your standard or custom schedule. Your schedule details your standard working hours.

  You will be prompted to record your Out of Hours Greeting

  (If currently turned off)

  — Press 1 to turn it on

  You are returned to the start of the Out-of-Hours Greeting Menu

  — Press 1 to review or re-record your Out-of-Hours Greeting

  — Press 2 to review or change your schedule

  The default is an 8:00am – 4:00pm, excluding holiday schedules. An announcement plays back the current schedule used for your out-of-hours greeting

  (If you are using standard schedule)

  — Press 1 to change to another standard schedule

  – Press 1 to use Monday – Friday, 9 am – 5pm, excluding holidays

  – Press 2 to use Monday – Friday, 9 am – 5pm, including holidays

  – Press 3 to use Monday – Friday, 8 am – 4pm, excluding holidays

  – Press 4 to use Monday – Friday, 8 am – 4pm, including holidays

  – Press * to exit without making changes

  — Press 2 to use a custom schedule

  – Press 1 to review your current schedule

  – Press 2 to modify your current schedule (you would use this to set-up a custom schedule for the first time)

  — Press 3 to turn off your greeting (you are returned to start of the Out-of-Hours Greeting menu)

  — Press * to exit and return to the previous menu

Changing Your Mailbox Settings

The mailbox settings menu allows you to change your mailbox settings, such as your Personal Identification Number (PIN), and other options that can help save you time.

Press 4 (from main menu) to manage your **Mailbox Settings**

- Press 1 to manage **Group Lists:** You can create a group list that contains several numbers or other group lists. This means that when you want to send a message to multiple recipients you only have to enter the group list number rather than entering each individual number. Note: all members of a group list must be Frontier Message Center subscribers.

  – Press 1 to Create a new group

  - Enter a number for the group (between 1 and 99)

- Record a name for the group
- To add members to your group list enter a 10-digit telephone number or group list. Follow the prompts to add additional members

– Press 2 to Edit an existing group

- Enter the number of the group list to edit

  Press 1 to add members

  Press 2 to remove members from the group

  Press 3 to delete the group list

  Press 4 to play the list of members

  Press 5 to record a new name for the list

  Press 3 to Review existing group

- Press 2 for **Hands Free and Timesaver options:** You can set the system to automatically play messages and manage message headers after logging into your mailbox. Message headers include time, date and sender of message. This feature is great for retrieving messages quickly.
  – Press 1 to change the autoplay settings of your non-urgent messages
  – Press 2 to change the autoplay settings of your urgent messages
  – Press 3 to change whether message headers or bodies are played for voice mail
- Press 3 for **Security Options:**
  – Press 1 to change the your Personal Identification Number (PIN)
  – Press 2 to change whether or not you use Fast Log In feature. By default, when you access your mailbox from the telephone associated with your mailbox you will only be prompted for your PIN. By choosing this option, you will be required to enter your 10-digit mailbox number and then PIN.
  – Press 3 to change whether or not you skip your PIN when from your own phone
- Press 4 for **Group (Family/Shared) Mailbox Settings:** You have the ability to add up to 5 sub-mailboxes.
  – Press 1 to enable a secondary mailbox to allow messages to be left
  – Press 2 to disable a secondary mailbox to disallow messages to be left
  – Press 3 to add a new secondary mailbox to a group account. When using this feature, the system will add the secondary mailbox and assign a default PIN.
  – Press 4 to delete a secondary mailbox
  – Press 5 to include sub-mailboxes from new message summary
- Press 5 for **Notification Settings:** An announcement will be played that states your current settings for Message Waiting Indicator (MWI) and email notification
  – Press 1 to change whether MWI is active
  – Press 3 to change whether or not you receive notifications by email
  Note: email notification must first be established via your Frontier Message Center Web Site at https://webmail.frontiermessaging.com
- Press 6 for **Additional Settings**
  – Press 1 to configure an attendant number (operator revert/personal operator). This feature allows your callers to press "0" to reach a live person. Remember to include this information in your personal greeting.
  – Press 5 to define a default fax number. This feature is only available to Unified Messaging subscribers.
- Press 7 for **Advanced Call Feature Settings**
  – Press 1 to manage Find Me Follow Me (FMFM)

  Find Me Follow Me (FMFM) is an advanced call re-direction service that attempts to connect callers to you by ringing additional numbers. For example, if a caller rings your home number when you are at work, FMFM can route the call to your office number and then your mobile number. You can even set FMFM to ring all your phones at the same time. When you answer any of your phones, you are connected to the caller and the other phones stop ringing. FMFM also allows you to set up a schedule: it will re-direct calls by time of day, day of week, so for instance, it won't ring your office number when you are at home in the evenings or on the weekend. An announcement will play providing current status (on/off) of FMFM service

  – Press 1 to turn on/off FMFM
  – Press 2 to manage FMFM number(s)
    - Press 1 to add a number
    - Press 2 to edit settings of an existing number
    - Press 3 to change the number being used
    - Press 4 to change the number of times the number rings before the platform tries the next number on the ring list
    - Press 5 to change the schedule for this number
  – Press 3 to manage FMFM greeting
  – Press 4 to set whether callers need to record their name
  – Press 5 to set whether service makes calls sequentially or simultaneously

Reminder Service

You can record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Press 5 (from the Main Menu) to manage **Reminder Service**

An announcement will play providing current status (on/off) of Reminder Service

- Press 1 to turn on/off Reminder Service
- Press 2 to add a new reminder
- Press 3 to manage recurring reminders

Managing Erased Messages

After you have erased a message, you can still play, restore, reply to, and forward it until you leave your mailbox. You can also permanently erase a message.

At any time while listening to your erased messages, you can press # to skip to the next erased message. You can also press * to return to the Main menu.

Press 6 (from the Main Menu) to manage your **Erased Messages**, the erased messages then play in order

Once the message has played, you can chose similar message options to those available to new and saved messages, as described in (Listen to Your Messages on page 7). You also have the following options:

- Press 2 to restore the erased message (it will be returned to your mailbox)
- Press 2 2 to mark the message as new
- Press 3 to permanently delete the message

Logging On As A Different Subscriber

You may have several accounts (home and business) or have a group (family/shared) account with other individuals. Frontier Message Center allows you log into another account without the need to hang up and dial in again. This feature is very helpful when retrieving messages from a Family/Shared mailbox while away from home/office. One person can retrieve all the messages from all the sub-mailboxes without hanging up and logging into the system again.

Press 7 (from the Main Menu)

- Enter the 10 digit mailbox number of the mailbox you want to access (for a family/shared mailbox this will be the primary/main mailbox number), followed by #
- Enter the PIN followed by #
- You are now working in a different mailbox.

Accessing Your Voice Messages At The Frontier Frontier Message Center Web Site

One of the great features of Frontier Message Center is that it gives subscribers access to their voice messages online, via the Frontier Message Center Web site.

Key benefits of accessing your mailbox online include:

- All your message are displayed with caller's number, date and time
- Messages can be listened to in any order
- Ability to reply to message, forward to email, forward to voice mail
- Every message can be saved as a .wav file
- Ability to auto-forward all messages (as .wav file) to an email address
- Establish notification of new messages (to email, cell phone, pager)
- Ability to manage greeting(s) from computer
- Ability to manage numerous mailbox setting(s)

To enable access your messages at the Web site, you must first set up your Voice Mailbox on your phone.

Then go to: https://webmail.frontiermessaging.com

Enter your mailbox information (10 digits- no hyphens) and your Personal Identification Number (PIN) at the login screen. This is the same login that you use for your Voice Mailbox on your phone.

Printing Fax Messages (for Frontier Unified Messaging subscribers only)

If you receive a fax message you can send it to a fax machine to print. You do not have to use "your" fax machine to do this. In fact, the Frontier Message Center platform can send the message to any local fax machine for you (for example a hotel or within a client's office).

Press 5 to **Print a Fax Message** after listening to it,

- Press 1 to Send the message to another person and continue with instructions for Sending a copy of a message to another Frontier Message Center subscriber on page 5

OR

- Press 2 to send the message to a fax machine
  - — If you want to print using your own fax machine and have set up a default fax number press # .
  - — If you need to print on a different fax machine enter the 10-digit fax machine number followed by #
  - — You will be asked to confirm the fax number
    - Press # if you are OK with the number
    - Press * if you made a mistake and need to re-enter or erase the number you just entered

Helpful Hints

The Helpful Hints menu tells you about many of the features of the Frontier Message Center, and the keys you can use to move around within it.

- Press 0 to access Helpful Hints
- Press # to step forward one hint
- Press 1 to return to the first message (hint)
- Press * to return to the main menu

Hint topics:

- Using the pound (#) key.
- Using the star (*) key.
- Using the playback queuing option keys and time saver options.
- Changing the playback volume of voice messages.
- Changing the speed of message playback.
- Replying to, forwarding and sending messages.

Mailbox Main Menu Instructions

1 Review Messages → Listen to Message

Review Messages Menu

- 1 Voicemail
- 3 Faxes

Hear Message

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a Copy
- 2 2 Mark Saved Message as New

2 Send Message

Enter phone or GL number, then #

- 1 Review Message
- 2 Mark as Urgent
- 3 Mark as Private
- 4 Re-Record Message
- 5 Report on Send
- 6 Report on Read
- 7 Add Recipient
- # Send as is

3 Work with Greetings Menu

Greeting Options Menu

- 1 Personal Greeting
- 2 Extended Absence
- 3 Sys-Gen Greetings and Name Recording
- 4 Group Mailbox Greetings
- 5 Busy Greetings
- 6 Out-of-office Hours Greeting
- 7 Shared Greetings
- # Forward All Calls to Voicemail Greeting
- * Exit Menu

4 Mailbox Settings

Mailbox Settings Menu

- 1 Group Lists
- 2 Handsfree and Time Saver Options
- 3 Security Options
- 4 Group Mailbox Settings
- 5 Notification Settings
- 6 Additional Settings
- 7 Advanced Call Feature Settings
- * Exit Menu

5 Reminders

Reminders Menu

- 1 Reminders Settings
- 2 Add New Reminder
- 3 Recurring Reminders Settings
- 4 One-Off reminders Settings

6 Review Erased Messages → Erased Messages

Select Message Type

- 1 Voicemail
- 3 Faxes

Hear Message

- 1 Repeat
- 2 Restore
- 3 Permanently Erase
- 4 Reply
- 5 Send a Copy
- # Next Message

7 Switch Account

Enter Phone number, then #, or * if error

0 Help

Helpful Hints

- # Next Hint
- * Return to Main Menu
- 1 Replay from Start of Menu

***** Exit

Goodbye and Exit

Common Keys

- * Cancel Input or Move Up a Level
- * End Input or Move Forward in a List
- # Helpful Hints
- 0 Pause / Resume
- 8

How to Contact Us

Customer Service - Residential	1-800-921-8101
Customer Service - Business	1-800-921-8102
Repair Service	1-800-921-8104
TTY	Please refer to the front section of your local directory
Residential Services	www.FrontierOnline.com
White and Yellow Pages Information	www.FrontierPages.com
Internet Service	www.FrontierNet.net

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